

I wouldn't mind paying the monthly charge for the 36 channels (which aren't 36 at all), but I desire the privilege of having channels that I want instead of unwanted channels such as MTY, home shopping, etc. And, of course, we don't get Ch. 1 -- so that further reduces the amount of service we receive! Just get them to let us have channels we want, not what they dictate to us!

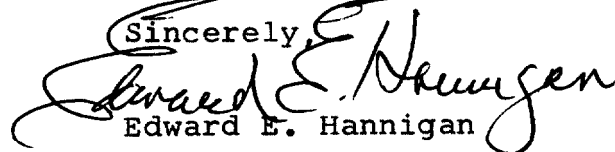
2) -- when we are forced to **buy** cable TV we should be furnished with technically perfect transmission conditions for pictures without any interference problems. But, we **have** a condition with channels 2,4 and 5 (sometimes also coming into other channels) where there are **moving "sparks"** seen in the TV picture images. I have spoken to Storer's Technical Manager Jim Monteforte about these problems and he blames them on Jersey Central Power and Light (our electric utility service here in Ocean County) because they have a substation emitting the interference which is picked up by Storer's transmission dish or something and Monteforte said Storer can't clear up the condition. But, they did clear up the same interferences on other channels.

I filed complaints with the Board of Regulatory Commissioners here in Newark, N.J., which is supposed to have some control over cable TV as well as public utilities. My complaint was acknowledged months ago, a Mr. Costa was assigned to the problem and that was the end of whatever efforts the BRC seems to have taken about the complaint.

When the BRC fails to take effective action in a **situation** such as this where one public service system states that another is causing problems, someone should do something to correct the problem. I am, therefore, asking you people if you can do something to get the NJ State Board of Regulatory Commissioners to get off their butts and make **JCP&L** eliminate the interference (if they actually are causing it), and/or have Storer see to it that their transmissions are free of interferences so that we will be paying and getting interference-free pictures on ALL channels. Either that or someone has to remove the prohibition of our community to not have TV antennas mounted on our homes. The latter is not an **'attractive'** answer to the situation but someone has to make someone get off square one to eliminate our problem with the cable TV service we have.

The enclosed photocopy of a letter which I wrote to the Newark Star-Ledger, Newark, N.J. **and** which was published Dec. 5, 1992 has resulted in NOTHING being done by Storer, BRC or anyone else to correct the problem. I ask your help! Thanks in advance for anything you can do **to eliminate this problem.**

EDWARD E. HANNIGAN
169 LIONS' HEAD S BLVD
BRICK, NJ 05723

Sincerely,

Edward E. Hannigan

VIDEO FORUM

Cable hike gets poor reception on top of same

DEAR EDITOR:

Here we go again. Storer Cable Communications have notified those of us in Ocean County of a \$1.25 monthly increase in our rates and that is for sub-quality signal transmission and reception.

Here in Lions Head South in Brick, we have all underground services and our houses were pm-wired for cable. So, conditions at our (the customer's) end are excellent.

But, somewhere along the line Storer is transmitting little lightning bugs of interference on Channels 2, 4 and 5! This has been going on for months and months. Back in the spring of this year I complained to Storer about the poor reception we were getting and their Jim Monteforte (Technical Manager) reported to me that it was not their fault, that Jersey Central Bower & Light was causing the problem with their sub-station near where Storer has its satellite transmission location.

Despite the blame against JCP&L (and I have heard no word from JCP&L that they aren't the cause of the problem), the interference which at that time was also showing up on many other channels—vanished shortly after I filed a complaint with the Cable TV section of the Board of Public Utilities in Newark. However, the interference has not been eliminated from Channels 2, 4 and 5 to this date.

shortly after having filed the complaint with BPU Cable TV Division, I had word from a Mr. Costa that he was assigned to my problem. That was the end of communications from Mr. Costa and/or the BPU. I wrote to Mr. Costa in August and have not heard anything from him yet.

The interference problem was a real annoyance during the telecasts of the Summer Olympics—and it still is a nuisance that should not exist when there must be a way to eliminate it—and BPU should do something about it since it controls the activities and transgressions of JCP&L, as well as Storer Cable TV (or they should be doing something to eliminate problems giving consumers grief and having to pay for it, to boot).

Under the circumstances, it looks like everyone is shoving the dirt under the carpet and ignoring the problems. How about getting the interference eliminated before Storer is allowed to collect that higher \$1.25 increase?

Edward E. Hannigan,

Brick
Newark Star-Ledger

EDWARD E. HANNIGAN
169 LIONS HEAD S BLVD
BRICK, NJ 03723

Saturday, December 12, 1992

93020038

Federal regulators to keep eye on cable TV price increases

WASHINGTON (AP) — Federal regulators say they'll keep a close eye on any big cable TV price increases that occur before a new cable TV rate-regulation law goes into effect.

At its monthly meeting Thursday, the Federal Communications Commission approved several steps in the rule-making process for enforcing the new law and cautioned FCC staff to be on the lookout for abusive rate hikes.

FCC Chairman Alfred Sikes said cable television rate increases "before the law" is fully implemented "need to be targeted and scrutinized."

The law that put monopoly cable television systems back under federal control was passed over President Bush's veto in October. It requires the FCC to establish a rate formula for "basic" cable service, which includes all local broadcast stations and public and government access cable stations.

It also requires the FCC to set specific service standards and make rules to enable cable competitors to get access to programming now seen on cable.

Public comment must be gathered before the FCC rules will be final. But in the interim, scattered rate increases by cable companies have occurred.

In a letter Wednesday to the FCC, the senators and House members who led the fight for the new law urged the commission "to pay particular attention to those cable operators who rush through rate increases in anticipation of rate regulation."

"Some cable operators have even

asserted that their rate increases are a result of the Cable Act. These assertions are false," said the letter from Sens. Ernest Hollings, D-S.C., Daniel Inouye, D-Hawaii, Slade Gorton, R-Wash., John Danforth, R-Mo., and Reps. Edward Markey, D-Mass., and John Dingell, D-Mich.

"Nothing in the act requires rate increases. To the contrary, the act gives the FCC and local governments new authority to regulate rates."

FCC members cautioned their staff to pay special attention to provisions for rollbacks and refunds as they work on regulations.

In other business, the FCC

- ◆ Opened the door to further development of a new technology that could become a competitor to cable television.

Known as CellularVision, it is a microwave system that uses cells, similar to the concept by which cellular telephone operates, to transmit video to homes. Instead of being sent by cable wiring, the pictures are transmitted over the air to a small antenna that consumers put in their window and connect by cable to their television sets.

- ◆ Started the rule-making process for adopting the Motorola C-Quam system as the standard for AM stereo radio broadcasting.

In fact, there is very little demand anymore for AM stereo as most AM stations have become all talk or all news operations. Motorola C-Quam is virtually the only provider of AMs stereo transmission systems.

Commissioners James Quello and Andrew Barrett said the action should have been taken 10 years ago.

RECEIVED

FEB - 8 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RECEIVED

FEB 1 9 47 AM '93

MMB
COMM
INVEST

Leora Bernadot
502 West Birch
Elko, Nevada 89801
Phone 738-5774

*Per your comments noted above regarding Cable TV prices being increased. I question the monthly 72¢ rate hike noted on the attached January 1993 statement over the December, 1992 statement. Is this a valid rate increase?

Thank you
Leora Bernadot

TCI CABLEVISION OF NEVADA	ACCOUNT NUMBER 02111-100253-01-5	BILLED FROM 12/01/92	BILLED TO 12/31/92	DATE DUE 12/07/92	INCLUDES PAYMENTS RECEIVED BY 11/19/92
------------------------------	-------------------------------------	-------------------------	-----------------------	----------------------	--

6

FOR- 502 W BIRCH ST

10/31	BEGINNING BALANCE	20.65
11/03	PAYMENT	20.65%
12/01-12/31	BASIC	18.33
12/01-12/31	EXPANDED BASIC	1.91
	INCLUDES AMC, TNT	
	USA, ESPN, PSN	
	AND A&E	
12/01-12/31	ALL TAX	.41
11/30	BALANCE MONTH END	20.65

THANK YOU FOR CHOOSING TCI CABLEVISION FOR YOUR FAMILY ENTERTAINMENT.
JUST A REMINDER; YOUR PAYMENT IS DUE ON THE 7TH OF THE MONTH.
IF YOU HAVE QUESTIONS, PLEASE CALL: 702-738-5222

TCI CABLEVISION OF NEVADA	ACCOUNT NUMBER 02111-100253-01-5	BILLED FROM 1/01/93	BILLED TO 1/31/93	DATE DUE 01/07/93	INCLUDES PAYMENTS RECEIVED BY 12/18/92
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FOR- 502 W BIRCH ST

11/30	BEGINNING BALANCE	20.65
12/02	PAYMENT	20.65%
1/01- 1/31	BASIC	18.90
1/01- 1/31	EXPANDED BASIC	1.95
	INCLUDES AMC, TNT	
	USA, ESPN, PSN	
	AND A&E	
1/01- 1/31	FRANCHISE FEE	.62
12/31	BALANCE MONTH END	21.37

THANK YOU FOR CHOOSING TCI CABLEVISION FOR YOUR FAMILY ENTERTAINMENT.
JUST A REMINDER; YOUR PAYMENT IS DUE ON THE 7TH OF THE MONTH.
IF YOU HAVE QUESTIONS, PLEASE CALL: 702-738-5222

Jan 22 93
93020039
RECEIVED
FEB - 8 1993

Dear Chairman

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Am regred to the monstrosous cable prices. Mr Biden says in a news letter that I received, that Sussex County in Southern Delaware is very high, but he didn't say how high. He mentioned the other 2 counties rates.

(Formerly Simmons)
Am here to tell you that American Cable Co is higher. than the other 2 counties Our cost is 21.05 per month. This is for basic cable, half of which we never watch and don't understand why we must pay for stations added that we don't even want.

These cable costs are getting out of hand.

RECEIVED
FEB 1 9 47 AM '93
HARD COPY
INVEST

Thank you.

Sonia Rakowski
35 Elizabeth St R.D.#4
Millsboro, De 199669998

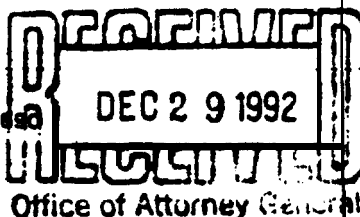
COMPLAINT FORM

93020043

OFFICE OF ATTORNEY GENERAL
COMMONWEALTH OF PENNSYLVANIA
BUREAU OF CONSUMER PROTECTION
ALLENTOWN REGIONAL OFFICE

1251 S CEDAR CREST BLVD, STE 309
ALLENTOWN, PENNSYLVANIA 18103

(215) 821-6690



Please Note: As part of the complaint handling process, the Bureau may send a copy of this form to the individual or company a gainst whom the complaint is fsl filed.

RECEIVED

FEB - 8 1993

OFFICE USE ONLY

Investigator: R

CODE 1

473

CODE 2

815

COMPLAINT #

FEDERAL COMMUNICATIONS COM

OFFICE OF THE SECRETAR

YOUR NAME

JAMES P. CAHILL

YOUR ADDRESS

9 JACQUELINE DRIVE

CITY

WEST CHESTER

COUNTY

CHESTER

STATE

PA

ZIP

19382

YOUR TELEPHONE NUMBER

Home 215 431-7126

Work

YOUR AGE GROUP - Please check one

under 18

☐

18-34

☐

35-60

☒

Over 60

☐

NAME OF COMPANY OR INDIVIDUAL COMPLAINT IS AGAINST

BLUE RIDGE CABLE

ADDRESS

920 EHLER ST.

CITY

STROODS BURG

COUNTY

MONROE

STATE

PA

ZIP

18360

COMPANY'S TELEPHONE NUMBER

1717 421-0780
800-622-8925

PRODUCT/SERVICE PURCHASED

CABLE TV

DATE OF PURCHASE

1/1/93

NAME OF COMPANY REPRESENTATIVE TO WHOM YOU COMPLAINED

JOHN KINTNER - MANAGER

DATE OF COMPLAINT

12/21/92

IF YOU FINANCED YOUR PURCHASE, NAME OF COMPANY TO WHOM YOU ARE MAKING PAYMENTS

N/A

COMPANY ADDRESS

CITY

STATE

ZIP

IF YOU ARE REPRESENTED BY AN ATTORNEY - ATTORNEY NAME

NOT AT PRESENT

ATTORNEY ADDRESS

CITY

STATE

ZIP

IF COURT ACTION HAS BEEN TAKEN, STATE WHERE AND WHEN

RECEIVED
FEB 1 1993
INVESTIGATOR
FEB 1 1993

DESCRIBE EVENTS IN ORDER IN WHICH THEY HAPPENED. ATTACH COPIES OF ALL CONTRACTS, LETTERS, RECEIPTS, CANCELLED CHECKS (front & back), ADVERTISEMENTS OR ANY OTHER PAPERS THAT WILL SUPPORT YOUR CLAIM.

① EXCESSIVE RATE INCREASE (16%) effective 1/1/93

MONTHLY CABLE TV SERVICE (WAS \$17.34 - Now \$20.07)

② DUPLICATION OF CHANNELS - REDUCING VALUE OF SERVICES I HAVE BEEN AND CONTINUE TO PAY FOR!

DUPLICATION EXISTS ON CHANNELS 2, 3, 7, 8, 10, 15 & 29 AND CHANNEL 49 (TOTAL OF 8 CHANNELS) (MT POCONO AREA)

③ BLUE RIDGE HAS UNBUNDLED WHAT I CURRENTLY RECEIVE AS A SINGLE PRICE + PACKAGE. I AM FREE TO SELECT THE BASIC + TIER 1 CHANNELS OR DROP (DOWN GRADE) PART OF THE SERVICE

(WHICH I HAVE CHOSEN TO DO). FOR THIS THEY ARE REQUIRING ME TO PAY \$20 TO THEIR REP FOR REPLACEMENT OF A TRAP WHERE CABLE COMES INTO MY HOME. THIS IS THEIR DECISION NOT MINE. BASIC SERVICE WILL HAVE 6 CHANNELS THAT DUPLICATE.

④ THEY ARE ALSO CHARGING A FRANCHISE FEE OF \$58 PER MO. THIS WAS AT \$34 PER MO. AGREEMENT WITH COOLBAUGH TOWNSHIP AND NOT TO EXCEED 3% OF GROSS REVENUES. APPEARS FEE IS 7% OR HIGHER.

COPIES PROVIDED ATTACHED

A) COPY OF 1/1/93 BILL

B) CHANNEL LISTINGS (Current + eff 1/1/93)

⑤ So Co state sales for appropriate - as these are not premium channels

YOUR SIGNATURE

DATE

Steven P. Cabell

12/22/93

BASIC SERVICE CHANNELS 11/19/93
 THAT ARE DUPLICATED → 3/1/98

Blue Ridge CABLE TELEVISION INC.

Palmerton, Slatington, Gilbert
 Jim Thorpe, Lehighton,
 Kunkletown, Kresgeville Areas
 Panther Valley Areas

Stroudsburg, East Stroudsburg,
 Mount Pocono, Tannersville,
 Saylorsburg Areas

Dial #		
* 2	WYOU	22 Scranton
* 3	KYW	3 Phila.
* 4	WFMZ	69 Allentown
* 5	WOLF	38 Scranton
* 6	WPVI	6 Phila.
* 7	WBRE	28 Scranton
* 8	WNEP	16 Scranton
* 9	WOR	9 New York
* 10	WCAU	10 Phila.
* 11	WPIX	11 New York
* 12	WLVT	39 Allentown
* 13	Local	
14	Disney (by subscription)	
15	Showtime (by subscription)	
* 16	Message Channel	
17	Prism (by subscription)	
* 18	WPHL	17 Phila.
* 19	WTFX	29 Phila.
20	HBO (by subscription)	
* 21	WNYW	5 New York
22	Cinemax (by subscription)	
* 23	WVIA	44 Scranton
* 24	WTBS	17 Atlanta
25	Nickelodeon	
26	Cable News Network	
27	USA	
28	Nashville	
29	MTV	
30	ESPN	
31	Discovery	
32	CNBC - Business News	
33	Arts & Entertainment	
34	Weather	
35	C-SPAN	
36	Lifetime	
37	Family Channel	
† 38	Sci-Fi	
39	Home Shopping Network	
40	TNT	
A1	VH-1	
42	EWTN - Catholic	
43	MSG/Travel	
AA	AMC - Classic Movies	
45	QVC - Shopping	
46	Headline News	
47	Comedy Central	
48	Sports Channel - Phila.	
49	VISN - Religious	
50	Country Music TV	
51	Horse Racing	
52	Pennarama - Educational	

Dial #		
11 * 2	WYOU	22 Scranton
31 * 3	KYW	3 Phila.
31 * 4	WFMZ	69 Allentown
31 * 5	WOLF	38 Scranton
31 * 6	WPVI	6 Phila.
31 * 7	WNEP	16 Scranton
31 * 8	WBRE	28 Scranton
31 * 9	WOR	9 New York
31 * 10	WCAU	10 Phila.
31 * 11	WPIX	11 New York
31 * 12	WLVT	39 Allentown
31 * 13	Local	TV-13
14	Disney (by subscription)	
15	Showtime (by subscription)	
131 * 16	Message Channel	
17	Prism (by subscription)	
141 * 18	WPHL	17 Phila.
141 * 19	WCBZ	2 New York
141 * 20	HBO (by subscription)	
141 * 21	W N Y W	5 New York
141 * 22	Cinemax (by subscription)	
171 * 23	WVIA	A Scranton
141 * 24	WTBS	17 Atlanta
25	WNBC	A New York
26	Cable News Network	
27	USA	
28	Nickelodeon	
29	MTV	
30	ESPN	
31	Discovery	
32	CNBC - Business News	
33	Arts & Entertainment	
34	Weather	
35	Lifetime	
36	Nashville	
37	Family Channel	
† 38	Sci-Fi	
39	Home Shopping Network	
40	C-SPAN	
41	TNT	
A2	MSG/Travel	
43	VH-1	
AA	AMC - Classic Movies	
45	QVC - Shopping	
A6	Headline News	
A7	Comedy Central	
48	Sports Channel - Phila.	
A9	Pennarama - Educational	
50	Country Music TV	
51	Horse Racing	
52	EWTN - Catholic	
† 53	TBN - Religious	

*Broadcast Boric
 †New Services

Channel 3, NBC, KYW-TV, Philadelphia; Channel 5, FOX, WNYW-TV, New York City; Channel 6, ABC, WPVI-TV, Philadelphia; Channel 9, Ind., WOR-TV, New York City; Channel 10, CBS, WCAU-TV, Philadelphia; Channel 11, Ind., WPIX-TV, New York City; Channel 16, ABC, WNEP-TV, Scranton; Channel 17, Ind., WPHL-TV, Philadelphia; Channel 22, CBS, WYOU-TV, Scranton; Channel 28, NBC, WBRE-TV, Wilkes-Barre; Channel 29, FOX, WTFX-TV, Philadelphia; Channel 39, PBS, WLVT-TV, Bethlehem (educational); Channel 69, IND, WFMZ-TV, Allentown; Channel 44, PBS, WVIA-TV, Scranton; Channel 2, CBS, WCBZ-TV, New York; Channel 4, NBC, WNBC-TV, New York; Channel 38, FOX, WOLF-TV, Scranton

December 1992

KEY TO THE DIAL
CABLE TELEVISION INC.
Blue Ridge

P.O. Box 100, Gilbert, Pa. 18331

20 W. Ridge St., Lansford, Pa. 18232

Jim Thorpe subscribers can call Lonsford office Toll Free

200 N. First St., Lehighton, Pa. 18235

215-681-6100

800-222-8350

717-645-5511

800-262-0850

215-377-2250

215-826-2555

215-767-6383

717-386-3252

— OFFICE HOURS —

Monday thru Friday 8:00 a.m. to 5:00 p.m.

Saturday 9:00 a.m. to 1:00 p.m.

M. J. Kuntner, Mgr.

920 Ehler St., Stroudsburg, Pa. 18360

R.D.6 Box 6922, East Stroudsburg, Pa. 18301

HC 89 Box 115A, Pocono Summit, Pa. 18346

717-421-0780

800-622-8925

717-588-2510

717-839-3550

800-464-9333

Stroudsburg

— OFFICE HOURS —

Monday thru Friday 8:00 a.m. to 5:00 p.m.

Saturday 8:00 a.m. to 5:00 p.m.

East Stroudsburg

Pocono Summit

— OFFICE HOURS —

Monday thru Friday 8:00 a.m. to 5:00 p.m.

Saturday 9:00 a.m. to 1:00 p.m.

LOCAL OFFICE PHONE NO.
717 839-3550

BLUE RIDGE CABLE TELEVISION, INC.

P.O. BOX 316
PALMERTON, PA. 18071

THIS IS YOUR CABLE TV BILL FOR
SERVICES RENDERED. PLEASE INCLUDE
ONE STATEMENT WITH EACH PAYMENT.

BALANCE FROM PREVIOUS PAGE
MONTHLY SERVICE DUE FOR JAN
COPYRIGHT FEE
FRANCHISE FEE - COOLBAUGH TWP.
PA STATE SALES TAX

1/01/93

\$.00
\$18.40
\$.50
\$.58
\$.54

TOTAL AMOUNT DUE ON
AT PAXINOS DR

1/01/93 *

820.02 *

ARROWHEAD LAKES PA 18347
PAYMENTS ARE DUE 1ST OF THE MONTH.
BY THE 30TH WILL BE CHARGED A LATE FEE OF 91.00.

12/1/93 =

17.39

12.63 Increase = (16%)

324690021.0Y120492STR
CAHILL JAMES
9 JACQUELINE DR
WEST CHESTER PA 19382

H103246900019303

Y00020.02

ACCOUNT 4 3246900 RETURN THIS PAGE WITH PAYMENT

0=8 duplicates

*=6 blanks - Subscription Channels

Channels available & in use prior to 1/1/93
at Arrowhead Lakes, Pocomoke Lakes Pa

Channel #

Channel #

② 10/29 (Duplicate)
③ 18/49 (Duplicate)

26

27

4

28

5

②9 (duplicate)
30

⑦ 1/18 (Duplicate)
⑧ 13/49 (Duplicate)

31

32

9

33

⑩ (Duplicate)

34 weather

11

35

12

36

13 Local Ad Channel

37

*14 Blank

38

15 ESPN

39 HSC (Home shopping)

16 Local Ad Channel

40 CSPAN

*17 Blank

41

⑪ 1/7 (Duplicate)

42

19

43 VH1

*20 - Blank

44

21

45 QVC

*22 Blank

46

23

47 Comedy

24

48

*25 Blank

⑫ 2/8+3 (duplicate)

50 C.M.T.

Blue Ridge CABLE TELEVISION INC.

Main Office: 471 Delaware Ave., P.O. Box 215, Palmerton, Pa. 18071 - Phone 215-826-2551

Address Reply To

Branch Offices:

RD 6, Box 6922, East Stroudsburg, Pa. 16301
PO Box 100, Gilbert, Pa. 16331
PO Box 124, Hawley, Pa. 16426
20 W. Ridge St., Lansford, Pa. 16232
200 N. First St., Lehighton, Pa. 16235

Phone:

717-588-2510
215-681-6100
717-226-4914
717-645-5511
215-377-2250

Branch Offices:

46 N. Academy St., Mansfield, Pa. 16933
204 Fourth St., Milford, Pa. 16367
HC 89, Box 115A, Pocono Summit, Pa. 16346
920 Ehler St., Stroudsburg, Pa. 16366
PO Box 141, Tunkhannock, Pa. 18667

Phone:

717-662-2369
717-296-8200
717-839-3550
717-421-0780
717-836-5422

Raymond E. Miley/Agent
Office of Attorney General
Bureau of Consumer Protection
1251 S. Cedar Crest Blvd., Suite 309
Allentown, PA 18103

Re: File #G92-3696/ref. John P. Cahill

January 6, 1993

Bear Mr. Miley,

Thank you for forwarding Mr. Cahill's complaint in your letter of 12/30/92.

The annual rate increase of 1993 is in actuality less than twelve percent. The rest of the increase is due to a franchise fee and state sales tax.

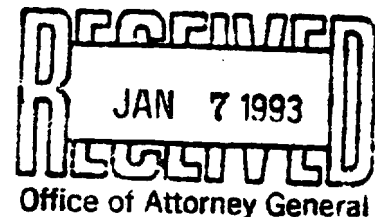
Blue Ridge Cable's channel carriage is a compilation of customer request and required carriage due to FCC and Congressional action resulting from the 1992 Consumer Protection Act. Blue Ridge Cable is situated approximately midway between Metropolitan New York and Philadelphia. Therefore our subscriber base has requested the carriage of these local New York and Philadelphia networks and independent stations.

In accordance with the 1992 Consumer Protection Act passed by Congress, cable companies are required to institute a broadcast channel level of service to be offered at a lower monthly rate. In compliance with this legislation, Blue Ridge initiated this level of service, effective 1/1/93, offering eighteen channels at a \$10.00 monthly rate.

To change a customer's level of service to the Broadcast Basic package we must send a man and vehicle to the customer's home and place a filter on their line. As in any level of service change, there is a charge and this is the reason for this one time minimum fee of \$20.00.

The franchise fee for Collbaugh Townships remains at 3%, however with the increase in monthly rate there is an increase in the amount charged.

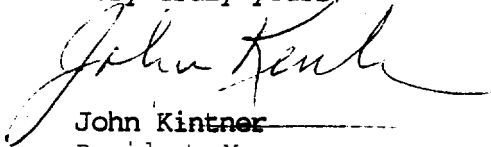
State sales tax applies only to Tier 1 and subscription services such as



HBO, Cinemax, etc. The state sales tax does not apply to Broadcast Basic channels.

I hope I have answered the questions outlined in Mr. Cahill's complaint.

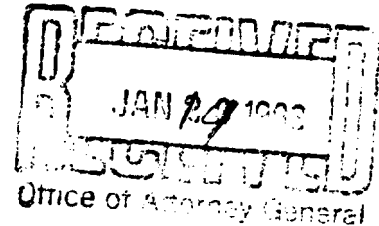
Very truly yours,

A handwritten signature in cursive script, appearing to read "John Kintner", written over a horizontal line.

~~John Kintner~~
Resident Manager

January 14, 1993

Mr. Raymond E. Miley
Agent
Office of Attorney General
Bureau of Consumer Protection
Allentown Regional Office
1251 S. Cedar Crest Blvd.
Suite 309
Allentown, PA 18103



File #G92-396 - Blue Ridge Cable

Dear Mr. Miley:

I received your 1/11/93 response. It appears that you accept Cable's responses and leave further action to me. Do you have any authority, or am I wasting my time requesting your assistance?!

Regardless of where cost increases are allocated, I got a 16% increase-- 34% over the last 3 years. The fact of the matter is that the FCC Consumer Protection Act is really a Cable Industry act as they are the ones that spent vast amounts of money to lobby against another bill which would have relinquished control by them. So, when they say FCC & Congressional action, they are really talking about themselves (the cable industry). What about the duplication of 8 channels?! Does State law allow taxing tier 1 services? I thought it was on premium channels only.

Please refer to the attached letter to you from Blue Ridge Cable. They offer a lower monthly \$10.00 rate in compliance with so called recent legislation; however, of the 18 channels they offer, 8 are duplicated, so what we end up with is 10 channels. In addition, when we opted to go with this service, we had to pay \$20 to downgrade. This cost is really the result of their decision to unbundle services and in order to prevent me from getting higher channels, they place a trap on the cable line.


Mr. Raymond E. Miley

-2-

January 14, 1993

How about some action from your office on this price gouging and unethical business practices!

Sincerely,

A handwritten signature in cursive script, appearing to read "J. P. Cahill".

James P. Cahill
9 Jacqueline Drive
West Chester, PA 19382

cc: E. Preate - Harrisburg
FCC - J. Quello, Chairman
Senator A. Spector

Blue Ridge CABLE TELEVISION INC.

Main Office: 471 Delaware Ave., P.O. Box 215, Palmerton, Pa. 18071 . Phone 215-826-2551

Address Reply To

Branch Offices:

RD 6, Box 6922, East Stroudsburg, Pa. 18301

PO Box 100, Gilbert, Pa. 18331

PO Box 124, Hawley, Pa. 18428

20 W. Ridge St., Lansford, Pa. 18232

200 N. First St., Lehighton, Pa. 18235

Phone :

717-588-2510

215-681-6100

717-226-4914

717-645-5511

215-377-2250

Branch Offices:

46 N. Academy St., Mansfield, Pa. 16933

204 Fourth St., Milford, Pa. 18367

HC89, Box 115A, Pocono Summit, Pa. 18346

920 Ehler St., Stroudsburg, Pa. 18360

PO Box 141, Tunkhannock, Pa. 18657

Phone :

717-662-2369

717-296-8200

717-839-3550

717-421-0780

717-836-5422

Raymond E. Miley/Agent
Office of Attorney General
Bureau of Consumer Protection
1251 S. Cedar Crest Blvd., Suite 309
Allentown, PA 18103

Re: File #G92-3696/ref. John P. Cahill

January 6, 1993

Dear Mr. Miley,

Thank you for forwarding Mr. Cahill's complaint in your letter of 12/30/92.

The annual rate increase of 1993 is in actuality less than twelve percent. The rest of the increase is due to a franchise fee and state sales tax.

Blue Ridge Cable's channel carriage is a compilation of customer request and required carriage due to FCC and Congressional action resulting from the 1992 Consumer Protection Act. Blue Ridge Cable is situated approximately midway between Metropolitan New York and Philadelphia. Therefore our subscriber base has requested the carriage of these local New York and Philadelphia networks and independent stations.

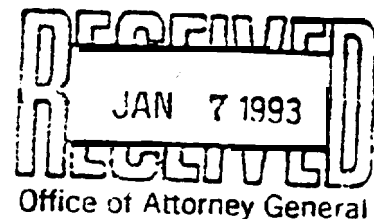
In accordance with the 1992 Consumer Protection Act passed by Congress, cable companies are required to institute a broadcast channel level of service to be offered at a lower monthly rate. In compliance with this legislation, Blue Ridge initiated this level of service, effective 1/1/93, offering eighteen channels at a \$10.00 monthly rate.

To change a customer's level of service to the Broadcast Basic package we must send a man and vehicle to the customer's home and place a filter on their line. As in any level of service change, there is a charge and this is the reason for this one time minimum fee of \$20.00.

The franchise fee for Collaugh Townships remains at 3%, however with the increase in monthly rate there is an increase in the amount charged.

State sales tax applies only to Tier 1 and subscription services such as

⑥ FCC says that probably Cable Co. will be required to make refunds in July/Aug 93



Regardless of where it is, it's still 16% to me and 3 1/2% over past 3 yrs
② As you know, cable industry has a strong lobby.
③ As Cable industry got services reduced, this is your decision.
④ 8 channels are dropped, so results only get 18 channels.
⑤ Because you have home prescription, you place tax to prevent it from getting services and I have to pay for it.

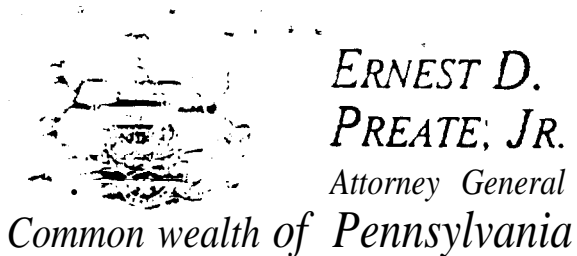
HBO, Cinemax, etc. The state sales tax does not apply to Broadcast Basic channels.

I hope I have answered the questions outlined in Mr. Cahill's complaint.

Very truly yours,

John Kintner
John Kintner
Resident Manager

Many of my neighbors who like me
are weekend leisure home owners ~~who~~
~~are supporting~~ ~~the~~ the personal economic
structure, are fed up with the price
gouging, and unethical business practices!!
who proclaiming expanded cable service from
42 channels to 50 channels - and because
of this so called improvement gave us
price increases in ^{1991 and} 1992 - and then
promptly duplicated many channels
your duplication of channels is mostly, duplicated
by duplicating one program on channel 2, then
on channel 10 + then on channel 19 - (for enough
spots so most subscribers can hardly notice)
Duplication is also taking place on channels 6 and 7
as well as channels 3 and 8. All of this is within Basic Service.
So on basic I get a tremendous range!!! Channels
2 through 24 - But 8 are duplicated. I see messages
and I see signs. What other next practices can we
expect? And I think I am not alone. I am not alone.



Office of Attorney General
Bureau of Consumer Protection

BUREAU OF CONSUMER PROTECTION
1251 S. Cedar Crest Blvd, Suite 309
Allentown, Pennsylvania 18103
Telephone: (215) 821-6690
Fax: 215-821-6529

January 26, 1993

JAMES P CAHILL
9 JACQUELINE DRIVE
WEST CHESTER PA 19382

Dear Mr. Cahill:

This is to acknowledge receipt of your letter to Attorney General Preate concerning Blue Kidge Cable Television, Inc.

We share your concerns about those cable operators who have used their monopoly power to charge unreasonably high rates to consumers. Our office, together with attorneys general from six other states, are currently investigating anticompetitive behavior in the cable television industry. Unfortunately, federal law has made it virtually impossible for state and local governments to regulate cable television rates since 1984. As a result, the Attorney General's office is without the power to stop these charges.

A bill passed by the Congress last year gives the Federal Communications Commission the power to regulate rates and to encourage competition in the cable television industry. Our office will participate in the FCC proceedings in order to protect the interests of Pennsylvania consumers. While the new act will not ban the specific practices you are complaining about, your letter will help us to explain to the FCC the kind of harm consumers suffer when cable operators have unrestricted monopoly power.

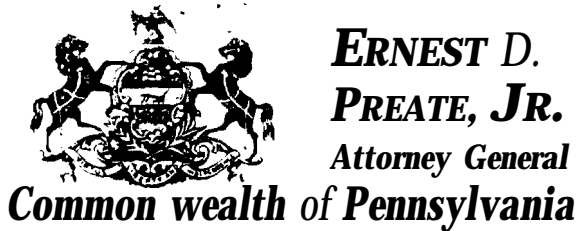
Thank you for sharing your views with us on this important issue.

Very truly yours,

BUREAU OF CONSUMER PROTECTION

Raymond E. Miley
Agent

REM/sah



Office of Attorney General
Bureau of Consumer Protection

Allentown Regional Office
1251 S Cedar Crest Blvd Ste 309
Allentown, PA 18103
215-821-6690 Fax: 215-821-6529

January 29, 1993

JAMES P. CAHILL
9 JACQUELINE DRIVE
WEST CHESTER, PA 19382

Ref: BLUE RIDGE CABLE

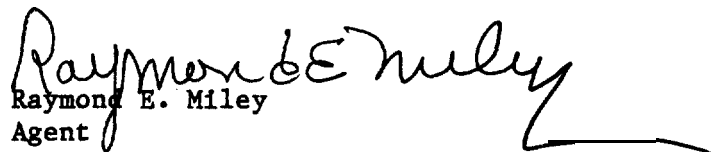
Dear Ms. Cahill:

Your correspondence regarding the above matter appears to come within the jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint we believe that your problem will be handled by the agency who is primarily responsible for dealing with these kinds of problems.

Please direct any further inquiries about this matter to that office.

If you would like more information on our action to refer your complaint, please feel free to contact our office.

Very truly yours,


Raymond E. Miley
Agent

elm
#23

cc: **FED COMMUNICATIONS COMMISSION**
MASS MEDIA BUREAU
2025 M ST NW ROOM 8210
WASHINGTON, DC 20554

93020082

167 Old Leechburg Road
Pittsburgh, PA 15239-1348

January 21, 1993

Federal Communications Commission
1919 M Street, NW
Washington, D.C. 20554

ATTN: Cable Branch

To Whom It May Concern:

An article in the December 14, 1992, issue of Investor's Business Daily stated that **regulators** would be on the lookout for abusive rate hikes by cable operators before the new regulations go into effect. In my personal opinion, **Plum Cable Company** in Plum Borough, Pennsylvania, deserves your attention in this regard.

With word of the **impending** legislation affecting cable operators in the news, in September we immediately began receiving notices of a rate increase which would take effect on November 1, 1992, effective after the October 5th Congressional override the Bush veto of Cable Act. Regardless of the fact, new rates took effect in November.

Letters addressed to subscribers stated, "This increase in our rate reflects the spiraling costs of acquiring quality **programming** as well as escalating operational expenses." They added, "the heaviest increases have come to us from the programmers on our basic service." But, at the **same** time. they also added more channels to the basic service. Copies are enclosed.

The pattern has been the same **during** the last several rate increases; we are forced to accept new channels with little or no relevance and our bill goes up. At the last increase, we were given the opportunity to vote for one of several new channels we would **receive**; but there was no provision for **refusing** the addition of new channels.

In addition, "basic service" in the Borough consists of 38 channels. In the **neighboring** township of Monroeville, American Cable Vision offers basic service which provides just the local 13 channels. Either we are without that option, or they do not make it known to the public.

RECEIVED

FEB - 8 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RECEIVED
FEB 1 3 43 PM '93
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RECEIVED

page-2

During the last two increases, each time, we were given four new channels which provided no improvement in service and really just added to the cluttering of selections on the dial. We've been given The Weather Channel, when all the local channels offer more satellite and computerized weather information than most of us care to view. We were also given two preview channels that offer nothing more than self-serving advertisements for the paid channels.

The local access channel is nothing more than classified advertisements where the cable company sells ad space. There is no local community programming, and probably no studio or cameras available for production.

Although we continue receiving the addition of new channels, Plum Cable Company interrupts transmission of C-SPAN at around 6 P.M. and replaces it with broadcasts of "The Meadows Network," telecasts of harness racing from a para-mutual betting facility in another county many miles away from Plum Borough.

Other channels we have been given during past rate increases: The Travel Channel, two home shopping services, and EWTN -- a channel devoted solely to followers of the Catholic religion, and three sports channels.

The pattern seems to be one of building up the system to a greater size, thereby enabling Plum Cable to raise subscribers rates. One consolation of the latest rate increase has been that Plum Cable Company dropped the extra fee for additional TVs in the house. However, that provides no benefit for families who have only one TV, while it is of great satisfaction to those with 3,4, and 5 TVs. Also, there is no guarantee that the charge for extra sets in the home will not be reinstated in the future, after subscribers are lured into adding sets because there is no fee.

I don't know how it might affect any investigation, but it was announced that, this past week, the Chief Executive Officer passed away.

Kindest regards,

A handwritten signature in black ink, appearing to read "David L. Marshall". The signature is stylized with a large, sweeping initial "D" and "M".

David L. Marshall

QUESTIONNAIRE

PLEASE RETURN QUESTIONNAIRE BY SEPTEMBER 30, 1992.

September 1, 1992

Account Number _____

Name _____

(Optional)

Dear Plum Cable TV Subscriber:

Please place a check mark on the type of basic cable **service** option **you** prefer.

Option 1 - This type of system would give you the flexibility of **different** basic cable **subscription** levels. You could choose your basic service from packages similar to the following:

- (A) Lifeline **basic-approximately** 12 **local** channels.
- (B) Expanded **basic-Lifeline** basic plus approximately 26 satellite channels.

This type of system would charge for each additional set in your home.

Option 2 - A single rate for both Lifeline basic and Expanded basic. **This** type of billing system would not charge for additional sets.

Option 3 - Plum Cable **TV's** current system. A lower cost than **Option 2's** rate for Expanded basic cable, **but** with monthly charges for **service** on additional sets.

Additional comments: _____

September, 1992

Dear Valued Residential Subscriber:

Contained in this mailing is information about your cable TV service and new pricing, effective November 1, 1992. We hope that you will take the time to review it.

The new rate for your Basic Service will be \$20.50 plus applicable franchise fee.

This increase in our Basic Service rate reflects the spiraling costs of acquiring quality programming as well as escalating operational expenses. While we regret this increase, the higher costs of bringing you the best in cable television have made them necessary.

Since the heaviest increases to us have come from the programmers on our Basic Service, we have had to price that level accordingly. Additionally, we are pleased to announce that the monthly charge for additional outlets will be discontinued. This elimination of our monthly additional outlet charge applies to both the basic and premium levels of service.

In November, we will also restructure the Pay Service (HBO, CINEMAX, SHOWTIME, DISNEY and THE MOVIE CHANNEL) rates. We will create new packages for Multi-Pay Service subscribers at discounted rates. Therefore, the residential subscribers who are currently receiving Showtime with another pay service or who are currently paying for additional pay services will see a decrease in their monthly statement. Some of these feature packages include a Showtime/Movie Channel dual package at \$9.95 --and the featured value package of Showtime, The Movie Channel, HBO and a remote control at \$18.90. These packages reflect a savings between \$5.95 and \$8.90 per month!

Additionally, six (6) Live ham Pittsburgh Penguin Games will be available EXCLUSIVELY on PlumFlix's Channel 43 this season! Each Penguin Game may be purchased individually for \$9.95 or a 6 game package may be purchased before November 28th for \$39.95. You must call our office to order the package. The package cannot be ordered electronically. These games will NOT be broadcast on any other cable channel. Below is a list of the six games available:

November 28th	7:35 p.m.	Washington Capitals
January 2nd	7:35 p.m.	New York Rangers
January 5th	7:35 p.m.	Boston Bruins
March 1th	7:35 p.m.	Los Angeles Kings
March 18th	7:35 p.m.	Philadelphia Flyers
April 10th	7:35 p.m.	New York Rangers

Subscribers will still be required to contact our office to make arrangements for installation of additional set connections. The revised installation charge as of November 1st is \$29.95. Be aware that service and repair visits for connections made by anyone other than a cable TV representative will be unauthorized and subject to a service charge of \$59.00. Also, a monthly charge will apply for each added converter box, if needed, on an additional set connection.

As a part of this mailing you will find a channel survey which lists channels not included in your current channel lineup. Please select your preference and return the survey with your monthly payment. The most popular service chosen by subscribers will be added to the channel lineup in November. In your next statement you can expect a revised channel listing showing the new rate structure and programming changes.

We at Plus Cable TV continue to work hard to balance our subscribers' desire for new programming, quality service, and service selection at affordable prices. Please call our office, if you have any questions regarding the above information. As always, we thank you for your continued patronage and appreciate the opportunity to serve you.

Sincerely,

PLUM CABLE TV

795-2666 or 335-1600

DETACH AND RETURN WITH CABLE PAYMENT IN ENCLOSED ENVELOPE

PLUM CABLE TV CHANNEL SURVEY
SEPTEMBER, 1992

Please rate the following seven channels from one to seven according to your interest level. Give a rating of one to the channel you most prefer, seven to the channel you least prefer. These survey results will be used to determine the new channel that will be added to Plus Cable TV in November 1992.

PENNSYLVANIA-Educational courses for credit & non-credit from Penn State & other institutions in Pennsylvania, regional public affairs & cultural programming _____

SCI-FI CHANNEL-Science fiction, science fact, fantasy, and classic horror _____

COURT TV-Court room drama, legal educational programming _____

BLACK ENTERTAINMENT TV-Sports, news, entertainments, specials, children's programming and gospel programming _____

THE CARTOON NETWORK-Fresh approach to cartoon programming _____

COUNTRY MUSIC TELEVISION-Country music videos and programming _____

OTHERS _____

PLUM CABLE TV CHANNEL GUIDE

453 Davidson Road
Pittsburgh, PA 15239-3615

FOR INFORMATION CALL 795-2666 Or 335-1600

2	SNEAK	Sneak Preview
3*	HBO	Home Box Office
4	WPCB	(40) Greensburg
5	WTAE	(4) Pittsburgh
6	WPTT	(22) Pittsburgh
7	LOCAL	Local Origination Channel
8	WPCH	(53) Pittsburgh
9	KDKA	(2) Pittsburgh
10	WPXI	(11) Pittsburgh
11	WQEX	(16) Pittsburgh
12	HN	Headline News
13	WQED	(13) Pittsburgh
14	C-SPAN/	C-span/
15	AMC	American Movie Classics
16	USA	USA Network
17*	DIS	The Disney Channel
18	FAM	The Family Channel
19	QVC	QVC Shopping Network
20	CNBC/FNN	CNBC/Fin. News Net.
21	CNN	Cable News Network
22	TBS	WTBS Atlanta
23	MTV	Music Television
24	SPOC	SportsChannel America
25	WWOR	(9) New York
26	ESPN	Connecticut

* Denotes Pay Service
Δ Denotes In-Home Video Store Channel

27	VH-1	Video-Hits 1
28	TTC	The Travel Channel
29	TDC	The Discovery Channel
30*	MAX	Cinemax
31*	TMC	The Movie Channel
32*	SHO	Showtime
33	LIFE	Lifetime
34	% 3	The Weather Channel
35	A&E	Turner Network Television
36		Arts & Entertainment
37	NICK	Nickelodeon
38	TNN	The Nashville Network
39	CTV	Comedy TV
40	KBL	KBL Sports Network
41 Δ	FLX1	Request 1
42 Δ	FLX2	Cable Video Store
43 Δ	FLX3	Action Pay Per View
44	TLC	The Learning Channel
45	EWTN	Eternal Word Television
46	PREV	The Preview Guide
47	SCI-FI	The Science Fiction Channel

CABLE RATES

Basic Cable (38) Channels \$20.50/month
Additional Cable Outlets FREE

PREMIUM SERVICE PACKAGES

THE DELUXE PACKAGE

SHO/TMC/HBO/ MAX/ DIS and REMOTE

PACKAGE PRICE: \$34.80 SAVINGS: \$12.90

SUPER VALUE PACKAGE

SHO and TMC and REMOTE PLUS CHOICE OF 2: HBO or MAX or DIS

PACKAGE PRICE: \$26.85 SAVINGS: \$12.90

VALUE PACKAGE

SHO and TMC and REMOTE PLUS HBO or MAX or DIS

PACKAGE PRICE: \$18.90 SAVINGS: \$11.90

QUALITY PACKAGE

SHO and TMC

PACKAGE PRICE: \$ 9.95 SAVINGS: \$ 7.95

DIS The Disney Channel

7.95/month

MAX Cinemax

8.95/month

HBO Home Box Office

8.95/month

SHO Showtime

8.95/month

TMC The Movie Channel

CONVERTERS

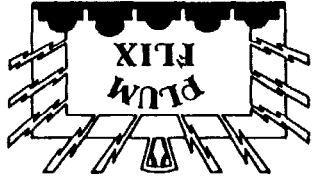
1. CONVERTERS WITHOUT REMOTES ARE FREE ON THE FIRST SET.

2. Scientific Atlanta Addressable Remote Converter (FREE for first 30 days) \$3.95/month/unit

3. Charges are for additional outlet converters:
a. Scientific Atlanta Addressable Converters: (with or without remote) \$3.95/month/unit
b. Hamlin Remote: \$1.95/month/unit
c. Hamlin Converter: (without remote) \$0.95/month/unit

Deposits may be required.

SHOWTIME. SHOWTIME.



Plum Cable is proud to provide you with the latest technology available so you can order in-home movies with ease! Just follow the easy-to-use instructions below to order your Plum Flix selected movies and events.

1. SELECT

Select a movie or special event from the Plum Flix guide mailed with your monthly bill or by watching Sneak Preview (channel 2), the free preview channel.

2. ORDER

Order your movie or event by using your home telephone, within one hour before the show begins until 15 minutes after it starts. Dial the telephone number of the channel on which your movie is showing:

Channel 41 Call 1-800-885-FLX1 (3591)
Channel 42 Call 1-800-885-FLX2 (3592)
Channel 43 Call 1-800-885-FLX3 (3593)

3. CONFIRM

After successfully calling one of the above numbers you will hear, "Thank you for calling the pay per view order line. Your order is now confirmed. Enjoy your show." You can then hang up and turn to your selected channel at the scheduled time of the upcoming movie or event you have ordered. Your account will be billed automatically.

4. FREE MOVIE

To receive your first movie at no charge, follow steps 1 through 3 above to order your first movie, then simply call 795-2666 or 335-1600 during normal business hours, and your account will be credited the full charge of the movie!
NOTE: This offer does NOT apply to special events. Offer valid for first time users. Only one credit per active cable account. Other restrictions may apply.

Helpful Hints

After confirmation has been completed, please do not call again to order that specific showing of your movie or event. This will prevent double billing. If the automatic ordering system does not work for you, please call our customer service office at 795-2666 or 335-1600. We will correct any technical problem within 24 hours or your next movie is free. All movies are \$3.95 unless otherwise noted. Consult your Plum Flix guide for pricing of movies and special events.